

Conditions of Sale

- NO refunds or exchanges on “Pack Lots” or “Specials”.
- Timber cut, dressed or ripped will not be returnable or refundable.
- It is the customer’s obligation to check the quantity of goods before they leave the yard. Once the customer leaves the yard – NO Claims recognised.
- All goods delivered must be checked for size, quantity and damage before unpacking otherwise – NO claims recognized. The supplier must be notified within 7 days.
- The suppliers responsibility for delivery of materials will cease at kerb-side of the job address stated. If it is necessary for the delivery vehicle to cross the footpath or to enter upon private property in the course of the delivery the purchaser will provide safe and adequate access and notwithstanding will pay for all damage to any public or private property and every injury or wrong which may result there from. A signature will be required on delivery docket.
- Placement of an order either verbal or written based on a quotation implies acceptance of the suppliers offer and of these conditions.
- Returns: Goods will not be accepted to return without prior agreement / arrangement. All goods returned will be subject to a handling charge of 10% of the value of the goods. Goods and packaging must be in original condition, free from damage, blemishes and returned within 7 days from the purchase date.
- Money Back Guarantee: If you are not completely satisfied within seven days with your delivered timber we will pick up and give you a full refund. (Timber must be in original condition not cut or dressed. Offer does not apply to packs or specials.)
- When purchasing decking material, Australian hardwoods are sold in increments of 10mm only (not set lengths). Please read our installation instructions, prior to installing all species of decking.
- If a specific delivery date has been organized to coincide with the customer being onsite (to assist with unloading or make a C.O.D. payment), and the customer is not present, then an additional delivery fee will apply.
- For screens / deck panels and other cumbersome items, customers are required to assist with the unloading. If this is not possible, Chippy’s Outdoor should be notified and an extra person will accompany the driver, which will incur an additional charge. Please contact Chippy’s Outdoor for rates.